

**Inquiry Reasons  
For 10/1/2007 - 1/1/2008**

| Utility Type  | Inquiry Reasons               | No. of   |
|---|-------------------------------|----------|
| <b>Cellular</b>   |                               |          |
|   | Billing                       | 11       |
|   | Disconnection                 | 3        |
|   | Rates/Policies                | 9        |
|   | Service quality/repair        | 3        |
|   |                               | Total 26 |
| <b>Competitive Local Exchange Carrier</b>               |                               |          |
|   | Billing                       | 4        |
|   | Disconnection                 | 4        |
|   | Line extension/upgrade charge | 1        |
|   | Rates/Policies                | 5        |
|   | Refusal to provide service    | 2        |
|   | Service quality/repair        | 10       |
|   | Slamming                      | 1        |
|   |                               | Total 27 |
| <b>Customer-Owned Coin Operated Telephones (COCOTs)</b> |                               |          |
|   | Billing                       | 1        |
|   | Rates/Policies                | 1        |
|   | Service quality/repair        | 1        |
|   |                               | Total 3  |
| <b>Gas Distribution Companies</b>                       |                               |          |
|   | Billing                       | 11       |
|   | Deposit                       | 2        |
|   | Disconnection                 | 9        |
|   | Line extension/upgrade charge | 3        |
|   | Rates/Policies                | 8        |

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|--|-------------------------------|--------|
|  | Refusal to provide service    | 4      |
|  | Service quality/repair        | 2      |
|  | Total                         | 39     |
| <b>Intrastate Gas Pipeline Companies</b> |                               |        |
|  | Disconnection                 | 1      |
|  | Line extension/upgrade charge | 1      |
|  | Total                         | 2      |
| <b>Investor-Owned Electric Utilities</b> |                               |        |
|  | Billing                       | 29     |
|  | Deposit                       | 10     |
|  | Disconnection                 | 33     |
|  | Line extension/upgrade charge | 1      |
|  | Rates/Policies                | 21     |
|  | Refusal to provide service    | 9      |
|  | Safety                        | 1      |
|  | Service quality/repair        | 17     |
|  | Total                         | 121    |
| <b>Investor-Owned Water Companies</b>    |                               |        |
|  | Billing                       | 6      |
|  | Disconnection                 | 7      |
|  | Rates/Policies                | 3      |
|  | Service quality/repair        | 3      |
|  | Total                         | 19     |
| <b>Local Exchange Carriers</b>           |                               |        |
|  | Billing                       | 57     |
|  | Disconnection                 | 11     |

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|---|-------------------------------|-----------|
|   | Line extension/upgrade charge | 5         |
|   | Product Services              | 1         |
|   | Rates/Policies                | 38        |
|   | Refusal to provide service    | 8         |
|   | Safety                        | 1         |
|   | Service quality/repair        | 80        |
|   | Slamming                      | 1         |
|   |                               | Total 202 |
| <b>Long Distance Carriers</b>                 |                               |           |
|   | Billing                       | 12        |
|   | Disconnection                 | 3         |
|   | Rates/Policies                | 5         |
|   | Service quality/repair        | 3         |
|   | Slamming                      | 6         |
|   |                               | Total 29  |
| <b>Operator Services</b>                      |                               |           |
|   | Billing                       | 1         |
|   |                               | Total 1   |
| <b>Rural Electric Cooperative Corporation</b> |                               |           |
|   | Billing                       | 8         |
|   | Deposit                       | 1         |
|   | Disconnection                 | 8         |
|   | Line extension/upgrade charge | 4         |
|   | Rates/Policies                | 8         |
|   | Refusal to provide service    | 1         |
|   | Service quality/repair        | 7         |
|   |                               | Total 37  |

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| Utility Type              | Inquiry Reasons               | No. of          |
|---------------------------|-------------------------------|-----------------|
| <b>Sewer Utilities</b>    |                               |                 |
|                           | Billing                       | 1               |
|                           |                               | Total 1         |
| <b>Water Associations</b> |                               |                 |
|                           | Billing                       | 3               |
|                           | Disconnection                 | 2               |
|                           | Rates/Policies                | 4               |
|                           | Refusal to provide service    | 1               |
|                           | Service quality/repair        | 1               |
|                           |                               | Total 11        |
| <b>Water Districts</b>    |                               |                 |
|                           | Billing                       | 10              |
|                           | Disconnection                 | 5               |
|                           | Line extension/upgrade charge | 4               |
|                           | Rates/Policies                | 2               |
|                           | Refusal to provide service    | 3               |
|                           | Safety                        | 1               |
|                           | Service quality/repair        | 4               |
|                           |                               | Total 29        |
|                           |                               | Grand Total 547 |